



Data and Privacy File Guides

**Apple Media Services:
Report a Problem Refund and Dispute History**

April 2023

File name

Report a Problem Refund and Dispute History.csv

File description

This file contains information about the user's submissions regarding refund, dispute requests as well as quality and trust and safety concerns (e.g., scam, fraud, or offensive, illegal or abusive content).

Why Apple keeps this information

Apple retains this information to evaluate the submitted concerns and take action as applicable (e.g., removing illegal or offensive content or making refund decisions).

Field Name	Details
Apple ID Number	Apple account identifying number
Comment	The text of the user's comment
Concern	The identifier for the type of concern associated with a Problem (e.g., refund, quality issue, trust and safety issue etc.)
Content Name	The name of the content being purchased (e.g., Beauty and the Beast movie)
Date Created	The date and time on which the refund and dispute submission was created
Free Purchase Transaction ID	Identifier of the free purchase transaction linked to the concern
Last Modified Date	The date and time on which the refund and dispute submission was last changed
Problem ID	The identifier of a Problem related to a specific Purchase Transaction
Purchased Transaction ID	Identifier of the purchase transaction linked to the concern
Purchaser ID	Apple account identifier for the purchaser of the item
Refund Amount	The refunded amount, if applicable
Refund Request	The refund request submitted by the user through trust and safety
Resolution Date	The date and time the concern was resolved
Self Service Problem ID	Identifier of the self service problem assigned to issue
Session ID	Identifier of the session
Source	The source from which the user submitted the report

Field Name	Details
Status	The status of the user's request
Sub Concern ID	Identifier for sub concerns
Submission ID	The identifier of the bundle of one or more problems submitted by a user
Submitter ID	Apple account identifier for the submitter of the problem
Survey Participant ID	Identifier of the participant who participated in the report a problem survey
Transaction ID	Identifier for scam/fraud, offensive, illegal, or abusive content submitted